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Appendix

Statistics Field Specifications

The following fields will be described for the agent rows. The same field definitions will apply for agent data group and MU rows.

Important user notes: The agent data group and MU statistics that pertain to skills and queues that the logged-in agent has not used on the associated day will be hidden. There will be no rows shown for those skills and queues, and the numbers for those skills and queues will not be included in the agent data group and MU totals for the day. This is done so that the agent's performance is only compared with the performance of other agents who answer the same types of calls as the logged-in agent.

For all of the agent calculations shown in this section, “AllRecordsForTheEntityForTheAgentForTheDate” refers to the dbAgtRes records that match the following criteria:

- **entity_type** and **entity_id** fields match the entity (the skill or the queue) for which the calculation is being done
- **agent** is the ID of the agent for whom the calculation is being done
- **date** is the date for which the calculation is being done

For all of the agent data group calculations shown in this section, “AllRecordsForTheEntityForAgentsInTheGroupForTheDate” refers to the dbAgtRes records that match the following criteria:

- **entity_type** and **entity_id** fields match the entity for which the calculation is being done
- **agent** belongs to the same agent data group as the logged-in agent
- **date** is the date for which the calculation is being done

For all of the MU calculations shown in this section, “AllRecordsForTheEntityForAgentsInTheMUForTheDate” refers to the dbAgtRes records that match the following criteria:

- **entity_type** and **entity_id** fields match the entity for which the calculation is being done
- **agent** belongs to the same MU as the logged-in agent on the current date (Please note that agents may not have belonged to this MU on the date for which the calculation is being done, but they will still be included in the calculation if they currently belong to this MU.)
- **date** field matches the date for which the calculation is being done

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- *Description* - This is the total number of incoming calls that the logged-in agent took on the associated day. For skill and queue rows, this will be the number of the agent's incoming calls that are associated with the skill or queue.
- *Data Type* - Integer, formatted with no commas
- *Access Restrictions* - Read Only
- *Notes* - The calculations for a specific skill or queue (entity) for an agent, agent data group, and MU follow. The total In Calls for a day will be the sum of all entity-specific In Calls fields for the day. **ncalls** is the name of the field in dbAgtRes used to calculate InCalls.

$$\text{AgentInCalls} = \sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}} \text{ncalls}$$

$$\text{AgentDataGroupInCalls} = \frac{\sum_{\text{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}} \text{ncalls}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

$$\text{MUIInCalls} = \frac{\sum_{\text{AllRecordsForTheEntityForAgentsInTheMUForTheDate}} \text{ncalls}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

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Talk Time

- *Description* - This is the total amount of time that the logged-in agent spent on incoming calls on the associated day. For skill and queue rows, this will be the amount of time the agent spent on incoming calls associated with the skill or queue.
- *Data Type* - Time, formatted as specified by the user
- *Access Restrictions* - Read Only
- *Notes* - The calculations for a specific entity for an agent, agent data group, and MU follow. The total Talk Time for a day will be the sum of all entity-specific Talk Time fields for the day. **intime** is the name of the field in dbAgtRes used to calculate TalkTime.

$$\text{AgentTalkTime} = \sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}} \text{intime}$$

$$\text{AgentDataGroupTalkTime} = \frac{\sum_{\text{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}} \text{intime}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

$$\text{MUTalkTime} = \frac{\sum_{\text{AllRecordsForTheEntityForAgentsInTheMUForTheDate}} \text{intime}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

Work Time

- *Description* - This is the total amount of time that the logged-in agent spent in after call work on the associated day. For skill and queue rows, this will be the amount of after call work time spent on calls associated with the skill or queue.
- *Data Type* - Time, formatted as specified by the user
- *Access Restrictions* - Read Only

- *Notes* - The calculations for a specific entity for an agent, agent data group, and MU follow. The total Work Time for a day will be the sum of all entity-specific Work Time fields for the day. `worktime` is the name of the field in `dbAgtRes` used to calculate WorkTime.

AgentWorkTime = $\sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}}$ worktime

$$\text{AgentDataGroupWorkTime} = \frac{\sum \text{worktime}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

$$\text{MUWorkTime} = \frac{\sum \text{worktime}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

Total Time

- *Description* - This is the agent's Talk Time plus Work Time.
- *Data Type* - Time, formatted as specified by the user
- *Access Restrictions* - Read Only
- *Notes* - The calculations for an agent, agent data group, and MU follow. These calculations will be used for skill and queue rows as well as daily total rows.

AgentTotalTime = AgentTalkTime + AgentWorkTime

AgentDataGroupTotalTime = AgentDataGroupTalkTime + AgentDataGroupWorkTime

$$\text{MUTotalTime} = \text{MUTalkTime} + \text{MUWorkTime}$$

ATT

- *Description* - This is the logged-in agent's average talk time.
- *Data Type* - Time, formatted as specified by the user

1 • *Access Restrictions* - Read Only
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 4 • *Notes* - The calculations for an agent, agent data group, and MU follow. These
 5 calculations will be used for skill and queue rows as well as daily total rows.
 6

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$$\text{AgentATT} = \frac{\text{AgentTalkTime}}{\text{AgentInCalls}}$$

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12
$$\text{AgentDataGroupATT} = \frac{\text{AgentDataGroupTalkTime}}{\text{AgentDataGroupInCalls}}$$

13
 14
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16
$$\text{MUATT} = \frac{\text{MUTalkTime}}{\text{MUIInCalls}}$$

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AWT

• *Description* - This is the logged-in agent's average work time.
 • *Data Type* - Time, formatted as specified by the user
 • *Access Restrictions* - Read Only
 • *Notes* - The calculations for an agent, agent data group, and MU follow. These calculations will be used for skill and queue rows as well as daily total rows.

$$\text{AgentAWT} = \frac{\text{AgentWorkTime}}{\text{AgentInCalls}}$$

$$\text{AgentDataGroupAWT} = \frac{\text{AgentDataGroupWorkTime}}{\text{AgentDataGroupInCalls}}$$

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$$\text{MUAWT} = \frac{\text{MUWorkTime}}{\text{MUIInCalls}}$$

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AHT

43 • *Description* - This is the logged-in agent's average handle time.
 44
 45 • *Data Type* - Time, formatted as specified by the user
 46
 47 • *Access Restrictions* - Read Only
 48
 49 • *Notes* - The calculations for an agent, agent data group, and MU follow. These
 50 calculations will be used for skill and queue rows as well as daily total rows.
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1
2 AgentAHT = $\frac{\text{AgentTotalTime}}{\text{AgentInCalls}}$
3
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7 AgentDataGroupAHT = $\frac{\text{AgentDataGroupTotalTime}}{\text{AgentDataGroupInCalls}}$
8
9
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11 MUAHT = $\frac{\text{MUTotalTime}}{\text{MUIInCalls}}$
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15 Out Calls
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17 • *Description* - This is the total number of outgoing calls that the logged-in agent
18 made on the associated day. For skill and queue rows, this will be the number of
 the agent's outgoing calls that are associated with the skill or queue.
19
20 • *Data Type* - Integer, formatted with no commas
21
22 • *Access Restrictions* - Read Only
23
24 • *Notes* - The calculations for a specific entity for an agent, agent data group, and
25 MU follow. The total Out Calls for a day will be the sum of all entity-specific Out
26 Calls fields for the day. **outcalls** is the name of the field in dbAgtRes used to
27 calculate OutCalls.
28
29
30 AgentOutCalls = $\sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}} \text{outcalls}$
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38
39 AgentDataGroupOutCalls = $\frac{\sum_{\text{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}} \text{outcalls}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$
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48 Out Time
49
50 • *Description* - This is the total amount of time that the logged-in agent spent on
51 outgoing calls on the associated day. For skill and queue rows, this will be the
52 amount of outgoing time the agent spent on calls associated with the skill or
53 queue.
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$$\text{MUOutCalls} = \frac{\sum \text{outcalls}}{\text{AllRecordsForTheEntityForAgentsInTheMUForTheDate}} \quad \text{NumberOfDifferentAgentsForWhomRecordsWereCounted}$$

- *Data Type* - Time, formatted as specified by the user
- *Access Restrictions* - Read Only
- *Notes* - The calculations for a specific entity for an agent, agent data group, and MU follow. The total Out Time for a day will be the sum of all entity-specific Out Time fields for the day. **outtime** is the name of the field in dbAgtRes used to calculate OutTime.

$$\text{AgentOutTime} = \sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}} \text{outtime}$$

$$\text{AgentDataGroupOutTime} = \frac{\sum \text{outtime}}{\text{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}} \quad \text{NumberOfDifferentAgentsForWhomRecordsWereCounted}$$

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$$\text{MUOutTime} = \frac{\sum \text{outtime}}{\text{AllRecordsForTheEntityForAgentsInTheMUForTheDate}} \quad \text{NumberOfDifferentAgentsForWhomRecordsWereCounted}$$

System Time

- *Description* - This is the total amount of time that the agent spent logged in to the ACD on the associated day. For skill and queue rows, this will be the agent's login time associated with that skill or queue.
- *Data Type* - Time, formatted as specified by the user

- *Access Restrictions* - Read Only
- *Notes* - The calculations for a specific entity for an agent, agent data group, and MU follow. The total System Time for a day will be the sum of all entity-specific System Time fields for the day. `logontime` is the name of the field in `dbAgtRes` used to calculate `SystemTime`.

$$\text{AgentSystemTime} = \sum_{\text{AllRecordsForTheEntityForTheAgentForTheDate}} \text{logontime}$$

$$\text{AgentDataGroupSystemTime} = \frac{\sum \text{logontime}}{\text{NumberOfDifferentAgentsForWhomRecordsWereCounted}}$$

$$\text{MUSystemTime} = \frac{\sum \text{logon time}}{\text{AllRecordsForTheEntityForAgentsInTheMUForTheDate}} \cdot \frac{\text{NumberofDifferentAgentsForWhomRecordsWereCounted}}{\text{NumberofDifferentAgentsForWhomRecordsWereCounted}}$$

Totals Section

There will be another section, labeled “Totals,” shown below the call statistics section. The user will be able to size the two sections so that more rows will be visible in one or the other; increasing the height in one section will decrease the height in the other section. The two sections will also be scrolled together, so that the columns in the Totals section are always in line with the associated columns in the main section.

The Totals section will show each column's total for the entire date range. The same tree control format will be used in the Totals section as is used in the main statistics section, so that the agent's totals for the date range are shown on the first 'parent' row, with the agent data group totals and MU totals in two 'child' rows below it. Also, as in the main statistics section, the totals for each skill and queue for which the agent has data will be shown as a 'parent' row, with the agent data group and MU totals for that skill or queue shown as 'child' rows below it.

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4 [-] <From Date> - <To Date> <Agent's total call stats for the date range>
5 <Agent Data Group's total call stats for the date range>
6 <MU's total call stats for the date range>
7
8 [-] <Agent's call stats for the date range for Skill_A>
9 <Agent Data Group's call stats for the date range for Skill_A>
10 <MU's call stats for the date range for Skill_A>
11 ...
12 [-] <Agent's call stats for the date range for Skill_Z>
13 <Agent Data Group's call stats for the date range for Skill_Z>
14 <MU's call stats for the date range for Skill_Z>
15
16 [-] <Agent's call stats for the date range for Queue_1>
17 <Agent Data Group's call stats for the date range for Queue_1>
18 <MU's call stats for the date range for Queue_1>
19 ...
20 [-] <Agent's call stats for the date range for Queue_n>
21 <Agent Data Group's call stats for the date range for Queue_n>
22 <MU's call stats for the date range for Queue_n>

```

Figure 1 - Totals Section Data Format

The selected comparison method will be applied to the Totals section as it is to the main statistics section. That is, if the user has selected 'None' as the comparison method, then the agent data group and MU totals will be shown on the agent data group and MU rows.

If the comparison method is 'Difference' then the data shown on the agent data group and MU rows will be the difference between the agent totals and the group or MU totals (that is, (Agent.number - Group.number) and (Agent.number - MU.number)); in this case, the color of the text will be determined using the field thresholds, as in the main statistics section.

If the comparison method is 'Percent Difference' then the data shown on the agent data group and MU rows will be the difference between the agent totals and the group or MU totals, shown as a percentage of the group or MU totals (that is, (Agent.number - Group.number) and (Agent.number - MU.number)); again, the color of the text will be determined using the over and under thresholds for each field, as in the main section.

The calculations that are used for each of the fields in the Totals section follow.

In Calls

The agent's total incoming calls for the range of days will be the sum of the agent's In Calls for each day. The agent data group's total incoming calls for the range will be the sum of the group's In Calls for each day, and the same is true for the MU.

Entity-specific In Calls fields in this section will show the sum of the entity-specific In Calls fields for each day in the range for the agent, the agent data group, and the MU.

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$$\text{AgentInCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentInCalls}$$

$$\text{GroupInCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentDataGroupInCalls}$$

$$\text{MUIInCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{MUIInCalls}$$

Talk Time

The agent's total talk time for the range of days will be the sum of the agent's Talk Time fields for each day. The agent data group's total talk time for the range will be the sum of the group's Talk Time fields for each day, and the same is true for the MU.

Entity-specific Talk Time fields in this section will show the sum of the entity-specific Talk Time fields for each day in the range for the agent, the agent data group, and the MU.

$$\text{AgentTalkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentTalkTime}$$

$$\text{GroupTalkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentDataGroupTalkTime}$$

$$\text{MUTalkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{MUTalkTime}$$

1 **Work Time**
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The agent's total work time for the range of days will be the sum of the agent's Work Time fields for each day. The agent data group's total work time for the range will be the sum of the group's Work Time fields for each day, and the same is true for the MU.

Entity-specific Work Time fields in this section will show the sum of the entity-specific Work Time fields for each day in the range for the agent, the agent data group, and the MU.

10
11
12
$$\text{AgentWorkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentWorkTime}$$

13
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17
$$\text{GroupWorkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentDataGroupWorkTime}$$

18
19

20
21
22
$$\text{MUWorkTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{MUWorkTime}$$

Total Time

The agent's Total Time for the range will be the sum of the agent's total talk time and total work time. The same is true for the agent data group and the MU.

The Total Time for skill and queue rows will show the sum of the Talk Time and Work Time fields on the same row.

39
40
$$\text{AgentTotalTimeForTheRange} = \text{AgentTalkTimeForTheRange} + \text{AgentWorkTimeForTheRange}$$

41
42
$$\text{GroupTotalTimeForTheRange} = \text{GroupTalkTimeForTheRange} + \text{GroupWorkTimeForTheRange}$$

43
44
$$\text{MUTotalTimeForTheRange} = \text{MUTalkTimeForTheRange} + \text{MUWorkTimeForTheRange}$$

ATT

The agent's average talk time for the range will be the agent's total talk time for the range divided by the agent's total incoming calls for the range. The same is true for the agent data group and the MU.

The ATT value for entity-specific rows in this section will be determined by dividing the Talk Time by the In Calls for the same row.

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2 AgentATTForTheRange = $\frac{\text{AgentTalkTimeForTheRange}}{\text{AgentInCallsForTheRange}}$
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7 GroupATTForTheRange = $\frac{\text{GroupTalkTimeForTheRange}}{\text{GroupInCallsForTheRange}}$
8
9
10
11 MUATTForTheRange = $\frac{\text{MUTalkTimeForTheRange}}{\text{MUIInCallsForTheRange}}$
12
13

AWT

14
15 The agent's average work time for the range will be the agent's total work time for the
16 range divided by the agent's total incoming calls for the range. The same is true for the
17 agent data group and the MU.
18

19
20 The AWT value for entity-specific rows in this section will be determined by dividing
21 the Work Time by the In Calls for the same row.
22

23
24 AgentAWTForTheRange = $\frac{\text{AgentWorkTimeForTheRange}}{\text{AgentInCallsForTheRange}}$
25

26
27 GroupAWTForTheRange = $\frac{\text{GroupWorkTimeForTheRange}}{\text{GroupInCallsForTheRange}}$
28

29
30 MUAWTForTheRange = $\frac{\text{MUWorkTimeForTheRange}}{\text{MUIInCallsForTheRange}}$
31

AHT

32
33 The agent's average handle time for the range will be the agent's total time for the
34 range divided by the agent's total incoming calls for the range. The agent data group
35 and MU AHT will be calculated in the same way.
36

37
38 The AHT value for entity-specific rows in this section will be determined by dividing
39 the Total Time by the In Calls for the same row.
40

41
42 AgentAHTForTheRange = $\frac{\text{AgentTotalTimeForTheRange}}{\text{AgentInCallsForTheRange}}$
43

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47 GroupAHTForTheRange = $\frac{\text{GroupTotalTimeForTheRange}}{\text{GroupInCallsForTheRange}}$
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$$\text{MUAHTForTheRange} = \frac{\text{MUTotalTimeForTheRange}}{\text{MUIInCallsForTheRange}}$$

Out Calls

The agent's total outgoing calls for the range will be the sum of the agent's Out Calls for each day in the range. The agent data group's total outgoing calls will be the sum of the group's Out Calls for each day in the range and the same is true for the MU.

The total outgoing calls for the entity-specific rows will be the sum of the entity-specific Out Calls fields for each day in the range.

$$\text{AgentOutCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentOutCalls}$$

$$\text{GroupOutCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentDataGroupOutCalls}$$

$$\text{MUOutCallsForTheRange} = \sum_{\text{EachDayInTheRange}} \text{MUOutCalls}$$

Out Time

The agent's total outgoing time for the range of days will be the sum of the agent's Out Time fields for each day. The agent data group's total outgoing time for the range will be the sum of the group's Out Time fields for each day, and the same is true for the MU.

Entity-specific Out Time fields in this section will show the sum of the entity-specific Out Time fields for each day in the range for the agent, the agent data group, and the MU.

$$\text{AgentOutTimeForTheRange} = \sum_{\text{EachDayInTheRange}} \text{AgentOutTime}$$

1
2
3 GroupOutTimeForTheRange = $\sum_{\text{EachDayInTheRange}}$ AgentDataGroupOutTime
4
5
6
7

8 MUOutTimeForTheRange = $\sum_{\text{EachDayInTheRange}}$ MUOutTime
9
10

System Time

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12
13 The agent's total system time for the range of days will be the sum of the agent's
14 System Time fields for each day. The same is true for the agent data group and the MU.
15

16
17 Entity-specific System Time fields in this section will show the sum of the entity-
18 specific System Time fields for each day in the range for the agent, the agent data
group, and the MU.

AgentSystemTimeForTheRange = $\sum_{\text{EachDayInTheRange}}$ AgentSystemTime

GroupSystemTimeForTheRange = $\sum_{\text{EachDayInTheRange}}$ AgentDataGroupSystemTime

MUSystemTimeForTheRange = $\sum_{\text{EachDayInTheRange}}$ MUSystemTime

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